

Resolution Life



Our Core Beliefs

- 1 We believe in building relationships that empower our customers, designing experiences that feel deeply human, and providing insights and solutions that simply make sense.
- 2 We believe in the health benefits of activity and work
- 3 We believe a diagnosis does not always mean disability and support our customer to focus on what they can do, not on what they can't.
- 4 We believe early and proactive support delivers better outcomes.
- 5 We believe that our people are fundamental to delivering our unique claims philosophy.

Our Claims Philosophy is supported by our Core Beliefs, Guiding Principles and Service Commitments

Together these underpin our claims management approach and support an end-to-end model. Our model clearly details how we will organize ourselves and work with a range of stakeholders to deliver quality outcomes and leading customer experience.